



IBM Aspera Drive Admin Guide 3.1.5

Windows

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Introduction

IBM Aspera Drive is a data transfer client application that you run on your desktop or mobile device, to move files or folders quickly and securely through your Aspera transfer server.

When Drive is connected to the IBM Aspera on Cloud SaaS platform, you can perform the following tasks:

- Browse the contents of an Aspera on Cloud workspace from the file browser.
- Transfer files and packages from within the same browser view.
- Synchronize local folders with folders on the transfer server, in both directions.

When Drive is connected to an IBM Aspera Faspex transfer server, you can perform the following tasks:

- Send packages to Faspex users and workgroups.
- Automatically download packages as they are received.
- See into Faspex packages from within the file browser.

When Drive is connected to an IBM Aspera Shares transfer server, you can perform the following tasks:

- Browse and manage the file systems on the transfer server.
- Transfer files and folders to and from the transfer server.
- Synchronize local folders with folders on the transfer server, in both directions.

You can also connect Drive directly to a server where only IBM Aspera High-Speed Transfer Server is running. For more information on this configuration, contact [Aspera Technical Support](#).

Installation

Installing Drive

To install Drive, follow the instructions in this section. To upgrade an existing Drive installation, see [Upgrading Drive](#) on page 5.


Before installing Drive, obtain from your system administrator the URL and username/password credentials for at least one transfer server for use with Drive.

1. Download the Drive installer:

AsperaDrive-version.msi

2. Install Drive by running **AsperaDrive-version.exe**. Follow the onscreen instructions.

Note: During installation, the installer closes Windows Explorer.

You can select the checkbox in the setup wizard to start Drive automatically after installation, or you can start it manually from the Windows **Start** menu. When Drive is running, the Drive icon  appears in the system tray.

3. To begin using Drive, use the wizard's onscreen instructions to add an account for use with an Aspera transfer server.

For instructions on using the wizard, see the sections in this guide that describe adding and modifying accounts. The Drive functions available to you depend on the type of server you connect to. See

- [Adding a Drive Account for IBM Aspera on Cloud](#)

or


- [Adding a Drive Account for IBM Aspera Faspex](#)

or

- [Adding a Drive Account for IBM Aspera Shares](#)
- or
- [Adding a Drive Account for Cloud Storage](#)

Upgrading Drive

To determine whether Drive updates are available, do the following:

1. Check the release notes for information on new features and fixes since your last installation.
2. In the Windows system tray, right-click the Drive icon  and select **Check for updates**.
3. If a newer release is available, download the Drive installer from the **Check for updates** link.
4. Install Drive by running **AsperaDrive-version.exe**. Follow the onscreen instructions.

Note: The installer closes Windows Explorer, and if it finds a version of Drive already running on your system, it shuts it down.

5. If a newer release is available, click **Install Update** and follow the onscreen instructions to upgrade your Drive installation.

Note: Before the upgrade can be applied, you must quit Drive.

Uninstalling Drive

To remove the Drive application from your system, do the following:

Note: The uninstallation process closes Windows Explorer.

Either

- Select **Start > All Programs > Aspera > Uninstall Aspera Drive**.

or

- Select **Start > Control Panel > Uninstall a program**. Locate Drive in the list of installed programs; right-click it and select **Uninstall**.

Working with IBM Aspera on Cloud

Drive with Aspera on Cloud

You can use Drive in conjunction with IBM Aspera on Cloud, a SaaS platform for file transfer and collaboration. When Aspera on Cloud is integrated into Drive, you can do the following:

- See all your Aspera on Cloud workspaces, files, and packages (sent, received, and archived) in a single view in the file browser.
- Share content with members of your organization.
- Send packages to a Aspera on Cloud inbox.
- See previews of image files.
- Check in and check out files for collaboration with a team.
- Transfer files and folders between your client computer and the server using the Windows Explorer file browser interface, with the following standard Windows Explorer functions:
 - browsing files and folders

- transferring files to and from your transfer account
- drag-and-drop¹
- creating new folders
- copy-and-paste

Note: Drive does not currently support adding metadata to packages that it sends. Therefore, ensure that Aspera on Cloud is not configured to have any required metadata fields when sending packages. You can configure optional metadata fields, but Drive will ignore them.

For detailed information on using Aspera on Cloud, see the Help Center within the Aspera on Cloud application.




Adding a Drive Account for Aspera on Cloud

Use Drive's account setup wizard to configure a new transfer account. Have the following information available before configuring an account:

- The URL of your Aspera on Cloud platform.
- The username and password that you have on Aspera on Cloud.

The steps below assume that you have Drive installed and running.

To add an Aspera on Cloud account to Drive, do the following:

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.
2. Click  to add a transfer account. The **Account Wizard** opens.
3. Fill in the fields with the following information about the Aspera on Cloud platform:

Field	Description
Name	A name for the account. This name is used only by Drive.
Address	The URL for the server that is running Aspera on Cloud.

Click **Next**.

4. On the **Authentication** screen, with **SAML Authentication** selected, click **Next**.
5. Enter your Aspera on Cloud credentials:

Field	Description
Username	The username that you have on Aspera on Cloud.
Password	The password that you have on Aspera on Cloud.

6. If your Aspera on Cloud platform is configured for synchronization, either
 - Set up syncing. To do so, either accept the default directory shown for **Place my files in**, or click **Change** to browse for a different folder (or create a new one).
 - or
 - Click **I'd rather not set up file syncing now**.

¹ You may not download an entire shared folder by drag-and-drop. Instead, select contents of the folder to download.

By default, the sync folder is created inside the user's **Documents** folder. The name of the folder is the description text you entered for the account.

For example, the default folder for an account named *My Company Server* would be the following:

C:\Users*username*\Documents\My Company Server

If you choose to use the default folder, it is created automatically. If you want to change the sync folder, click **Change** to browse for a different folder or create a new one.

7. If you opted to set up syncing on the previous screen, the **Account Wizard** prompts you to choose folders to sync.

You can either

- Select **Synchronize with the selected remote folders** and then select the folders on Aspera on Cloud to sync.

Click the arrows to expand or collapse the folder view, and select the check boxes for the folders you want to sync.

Choose the sync direction:

- **Two-Way**
- **Remote to Local** (default)
- **Local to Remote**

or

- Select **I'll choose the folders to sync later**.

8. Set up package downloading:

- Choose **Automatically download my packages to** and enter or browse to a location where you'd like to store your downloaded packages.

or

- Choose **I'd rather not set up automatic downloading now**. You can change this setting later if you wish.

9. If you opted to set up package downloading in the previous step, now select a timeframe:

- Choose to download packages from a date in the past.

Select **Download my packages from date sent** and choose an option from the drop-down:

- **Yesterday** (default)
- **A week ago**
- **A month ago**
- **The beginning of time**

or

- Choose to download packages from now on.

10. Set up how you will check for new packages:

- Choose **Check for new packages** and select an automated time interval from the drop-down list.

or

- Choose to check for packages manually.

11. Click **Finish** to complete your Aspera on Cloud account setup.

Checkin/Checkout of Aspera on Cloud Content

You can use Drive to collaborate across your team, with clear "ownership" while a user is editing a document. With the checkin/checkout feature, users check out a copy of a file, make local changes, and then check in the edited file. While the first user has the file checked out, other users can view but not modify the master copy.

Note: The checkin/checkout feature is available in Drive if it has been enabled in Aspera on Cloud at the *organization* level.

Basic Checkin/Checkout Workflow

With Drive running, do the following:

1. In Windows Explorer, navigate to **Aspera Drive** > *AsperaOnCloudAccountName* > *workspaceName* to the file you want to work on.
2. Right-click the file and select **Check out**.

When you do this, Drive downloads a copy of the file to your local computer and places a lock on it, so that others can't edit it until you check it back in.

The file opens in the default application for that file type.

3. Edit the file and save your changes.
4. Back in Windows Explorer, check in the file. There are two ways to do this:

- In the Aspera on Cloud location where you checked out from, right-click the file and select **Check in**.
- In **Aspera Drive** > **My Checkouts**, right-click the file and select **Check in**.

Note: If **My Checkouts** does not appear in Explorer, either

- You do not have any files checked out.
- or
- You need to refresh the Explorer window.

When you check in the file, Drive uploads your edited copy to the Aspera on Cloud workspace and releases the lock. Now others can see or check out the version with your changes.

Checking Out Files from Within an Application

In addition to checking out files from Windows Explorer, you can also check out files while you are working in an application (such as Word, Photoshop, Notepad, or any other common application).

To check files out from within an application, do the following:

1. Select **File** > **Open**.
2. Browse to **Aspera Drive** > *account_name* and navigate to the file you want to work on.
3. Click **Open**.

When you open a file in this way, you are also checking it out through Drive.

Reverting a Checkout

Once you have checked out a file, you might need to release the lock you hold on it — for example, so that another team member can edit it. Reverting a checkout removes the file lock and deletes your local copy.

Note: If you revert a checkout on a file you have edited, *you lose the changes you have made to the file*. In the Aspera on Cloud workspace, Drive restores the version of the file that you checked out.

To revert a checkout, do the following:

1. Go to **My Checkouts**.
2. Right-click the checked-out file and select **Revert**.

Drive alerts you that reverting will discard any changes you have made to the file.

3. Click **Yes** to finish.

Checkout Versus Open

Opening a file through Drive and *checking it out* look very similar in behavior: in both cases, Drive downloads a local copy to your computer and opens it in the default application. But with checkout, Drive also places a lock on the file so that other users cannot edit it.

If you double-click a file, this opens it but does not check it out. Take care to note the difference in your collaboration workflow.

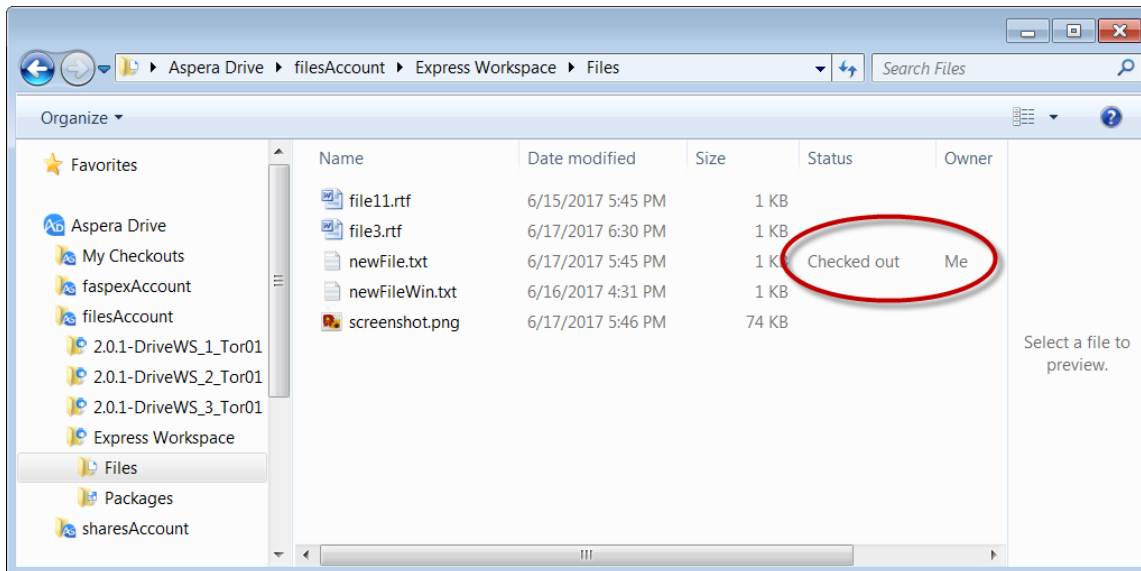
Viewing File Locks

You can use Drive to see who has a particular file checked out from the Aspera on Cloud repository.

Do the following:

1. In Windows Explorer, navigate through Aspera on Cloud to the location of the content you want information about.
2. Select it.

The entry in Windows Explorer shows you which user has checked out the file.



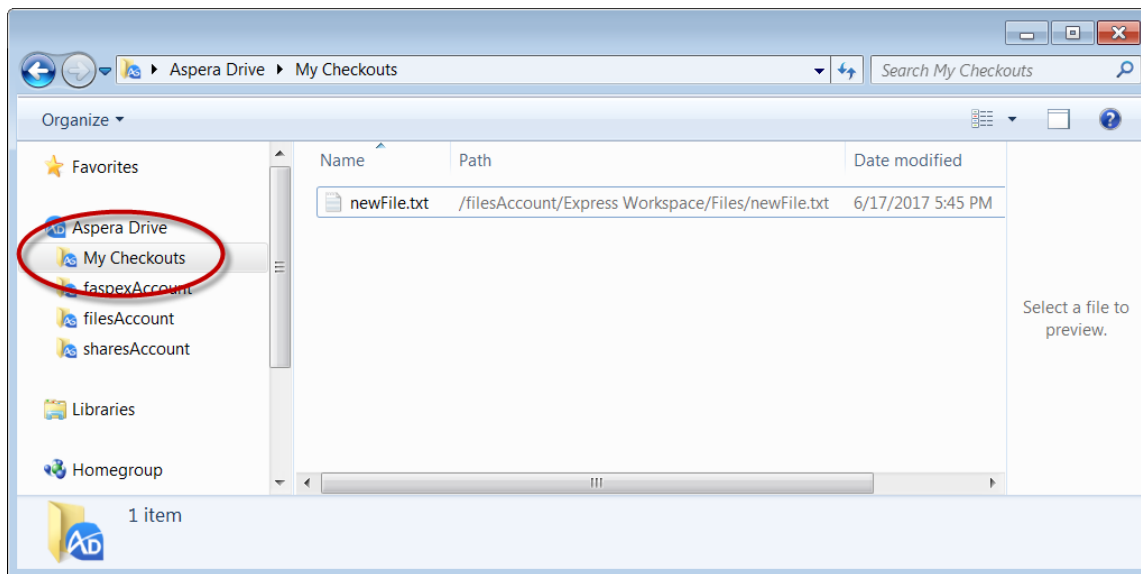
My Checkouts

In the course of your work, it may be easy to lose track of your checkouts, especially if

- You check out a large number of files.
- Your checked-out content comes from several different locations in Aspera on Cloud.
- Some time passes between checking out a file and checking it in.

The most convenient way to keep track of your checked-out content is to use the **My Checkouts** area of Windows Explorer.

To see all of your current checkouts, click **My Checkouts**.



Moving, Renaming, and Deleting Checked-Out Content

You cannot move, rename, or delete a file or its parent folder while you (or any other user) has it checked out. Doing so causes misalignments in the master repository in Aspera on Cloud.

Instead, you can

1. Check the content back in (or revert your checkout).
2. Move, rename, or delete the content in Aspera on Cloud, once the file lock has been released. (That is, once the content is not checked out by you or another user.)

Full Paths in My Checkouts

For convenience, the **My Checkouts** area uses a flat structure (a simple list) to show the content you have checked out.

But you can also see the full path to the content's location in Aspera on Cloud through the **Path** column in Windows Explorer. If the **Path** column is not shown, right-click in the Explorer window and select **View > Details**. If Explorer is already in **View > Details** mode but does not show the **Path** column, refresh the Explorer window.

Troubleshooting the Checkin/Checkout Process

How do I find my checked-out content?

To see all of your current checkouts, click **My Checkouts**.

For more information, see [My Checkouts](#) on page 9.

How do I open a file someone else has checked out?

If another user has checked out a file, you can *open* it; but keep in mind that the copy you are viewing is local only, and any changes you make to it cannot be committed to the Aspera on Cloud repository.

See [Checkout Versus Open](#) on page 8.

How do I see who has checked out a file I need?

In Windows Explorer, navigate through Aspera on Cloud to the content you want information about.

See [Viewing File Locks](#) on page 9.

I can't find the My Checkouts area.

In Windows Explorer, **My Checkouts** appears as an entry under **Aspera Drive** if all of the following are true:

- Your Drive installation is of version 3.0.2 or higher.
- You are using Drive with an Aspera on Cloud repository.
- You have checked out content from the Aspera on Cloud repository.

If all of the above are true, try refreshing the Explorer window:

In the lefthand pane of the Windows Explorer window, right-click **Aspera Drive** and select **Refresh**.

How do I know where my checkin will go in Aspera on Cloud?

When you check content back in, it returns to the Aspera on Cloud location where you checked it out from.

Also see [Full Paths in My Checkouts](#) on page 10.

I've reverted a checkout, but the file still appears in My Checkouts.

If you check out a file from one computer, then release the file lock (that is, revert the checkout) from a different computer, the file still appears in the **My Checkouts** area on the computer where you checked it out.

The file in **My Checkouts** is a *local copy* of the file, on the computer where you checked it out. Drive retains this copy because you might have made changes to it that you need to retain. To remove it from the **My Checkouts** area, right-click it and select **Revert**.

Working with IBM Aspera Faspex

Drive with Faspex

IBM Aspera Faspex is a file-exchange application built on IBM Aspera High-Speed Transfer Server as a centralized transfer solution. With a Web-based GUI, Faspex offers advanced management options for FASP high-speed transfer to match your organization's workflow.

When working with Faspex, you can perform the following tasks:

- Send packages.
- Receive packages.

Before configuring Faspex to work with Drive, you need the following:

- A computer running the correct version of Faspex. For instructions on how to install Faspex, see the [IBM Aspera Faspex documentation](#).
- Credentials for Faspex user accounts. Users will use these accounts in Drive to connect to Faspex.

Configuring Faspex

To install and configure Faspex, follow the instructions in the [IBM Aspera Faspex Admin Guide](#).

Note: Drive does not currently support adding metadata to packages that it sends. Therefore, ensure that Faspex is not configured to have any required metadata fields when sending packages. You can configure optional metadata fields, but Drive will ignore them.




Adding a Drive Account for Faspex

Use Drive's account setup wizard to configure a new package transfer account. Have the following information available before configuring an account:

- The address of the server where Faspex is installed and running.
- The username and password that you have on the Faspex server.

The steps below assume that you have Drive installed and running.

To add a Faspex account to Drive, do the following:

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.
2. Click  to add a transfer account. The **Account Wizard** opens.
3. Fill in the fields with the following information about the Faspex transfer server:

Field	Description
Name	A name for the account. The name is used only by Drive.
Address	The URL for the server that is running Faspex.

Click **Next**.

4. Enter your credentials on the transfer server:

Field	Description
Username	The username that you have on the Faspex server.
Password	The password that you have on the Faspex server.

Drive then validates the connection.

5. If you are prompted to confirm the server's security certificate, indicate whether you trust the server.
6. Set up package downloading:
 - Choose **Automatically download my packages to** and enter or browse to a location where you'd like to store your downloaded Faspex packages.
 - or
 - Choose **I'd rather not set up automatic downloading now**. You can change this setting later if you wish.
7. If you opted to set up package downloading in the previous step, now select a timeframe:
 - Choose to download packages from a date in the past.

Select **Download my packages from date sent** and choose an option from the drop-down:

 - **Yesterday** (default)
 - **A week ago**
 - **A month ago**
 - **The beginning of time**
 - or
 - Choose to download packages from now on.

Click **Next**.



8. Set up how you will check for new packages:
 - Choose **Check for new packages** and select an automated time interval from the drop-down list.
 - or
 - Choose to check for packages manually.
9. Click **Finish** to complete creating the package transfer account.

Modifying a Drive Account for Faspex

You can modify the following aspects of a package transfer account:

- The local directory for received packages.
- Whether to overwrite packages.
- How often Drive should look for new packages.

The steps below assume that you have Drive installed and running, and that you have created at least one Drive account that you want to modify.

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** dialog open, select  > **Preferences > Accounts**.
2. On the left side of the dialog, select the transfer server account you want to modify.
3. Under **Account**, you can change the connection settings for the account:

Field	Description
Description	The name of the account. The name is used only by Drive.
Server address	The URL for the server, and the port number (if applicable).
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.
Do not verify host's SSL certificate	If selected, Drive will bypass the validation of your server's SSL certificate. Select this option if your server's certificate is not valid, but you trust the server.


4. In the **Services** area of the tab, click **Packages: Settings**.
The **Packages** dialog appears.
5. Modify the fields as needed:

Field	Description
Download received packages to	Specify the folder where downloaded packages will be saved. You can download packages to the default folder: <code>C:\Users\windowsUsername\Aspera Drive\driveAccountName\Inbox</code> , or you can click Change to provide a different folder name.
Overwrite packages that have the same title	When a received package has the same title as an existing package, Drive can either reuse the same folder (overwriting the existing package), or create a new folder for the received package. If you select this check box, packages with the same name as an already existing downloaded package will be downloaded into the existing folder, overwriting the older package.

Field	Description
	<p>If you do not select this check box, Drive will create a new folder for the new package, so that the existing one is not overwritten. For example, if you have already downloaded a package with a title of My_Files, and then download another package with the same title, the files will be placed in My_Files(2).</p> <p>By default, this check box is not selected.</p>
Do not download packages sent by me	<p>If this check box is selected, packages that you send to yourself or to work groups that you belong to are not downloaded.</p> <p>If this check box is not selected, packages that you send to yourself or to work groups that you belong to are downloaded. (By default, it is not selected.)</p>
Packages are downloaded from Note: This field is not configurable.	<p>Displays the date since which Drive will search for packages to download.</p> <p>For example, if this field displays 05/06/2014, Drive downloads any packages that have arrived since May 6, 2014.</p>
Check for new packages	<p>Select the interval in which to check for newly arrived packages.</p>

6. Click **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Sending Faspex Packages with Drive

1. Open the **Send Files** dialog by doing one of the following:
 - In Windows Explorer, right-click the files or folders you want to send and select **Aspera Drive > Send files**.
 - If you have the Drive **Activity** window open, click  and select **Send files**.

The screenshot shows a dialog box titled "account_name: Send Files - Aspera Drive". It has a standard Windows-style title bar with minimize, maximize, and close buttons. The main area contains several input fields: "To" with a placeholder "Email or group", "Title", "Notes", and "Files". Below the "Files" field is a checkbox labeled "Encrypt sent files". At the bottom, there are three buttons: "Add files", "Add folder", and "Remove". A "Send" button is positioned at the bottom right of the dialog.

2. In the **Send Files** dialog, enter the following:

Field or Button	Description
To	The recipient of the package (required).
Title	A short, relevant title for the package (required).
Notes	A short message to the recipient of this package.
Files	<p>A list of the files and folders in the package that will be sent.</p> <p>To add items to this list, click Add files or drag and drop from Windows Explorer into this dialog.</p> <p>Note: If the content is a <i>shortcut</i> to a folder, the behavior is different with Add Files versus drag-and-drop: If you use Add Files to add a shortcut to the package, the package contains the folder itself (and its contents). If you use drag-and-drop to add the shortcut to the package, the package contains a shortcut to the folder.</p>
Encrypt sent files	<p>Select this check box if you want to encrypt files before sending them. When you select Encrypt sent files and click Send Package, you are prompted to enter and confirm a passphrase.</p> <p>When you send encrypted packages, you must provide the recipients with the encryption passphrases so that they can decrypt packages after they receive them.</p>
Add files	Click Add files to add a file or files to the package for transfer. You can also drag and drop from Windows Explorer into this dialog.
Add folder	Click Add folder to add a folder to the package for transfer. You can also drag and drop from Windows Explorer into this dialog.


Field or Button	Description
Remove	To remove an item from the package to be sent, select it in the Files list and click Remove .





- Click **Send** to send the package.

The Drive **Activity** window's **Transfers** tab opens to display the progress of the transfer.

Receiving Faspex Packages with Drive

- Getting More Information About a Transferred Package**

- Right-click the Drive icon  in the system tray, and select **Activity**.
- Click **Transfers** to view a list of the recent packages that you have sent or downloaded.
- With the buttons in the **Transfers** tab, you can perform the following additional tasks:

	Opens the Transfer Monitor for more in-progress detail about the transfer. In the Transfer Monitor , you can adjust the transfer rate (if settings allow).
	Opens an Explorer window to the transfer destination folder (the "containing folder").
	Stops an in-progress transfer.
	Resumes a stopped or suspended transfer.

In addition to those actions, you can also right-click a package and select **Remove** to remove it from the list.

- Clearing a Transfer**



If a transfer is not currently queued or running, you can remove it from the list:

On the **Transfers** tab, right-click a transfer in the list and select **Remove**.

- Looking for New Packages**

If you have configured Drive to look for new packages at a certain interval, click the **Inboxes** tab to see when Drive will next check for newly arrived packages.

You can also do the following:

- To stop checking for packages, click .
- To resume automatic checking for packages, click .
- To check for packages immediately, right-click an inbox and select **Check now**.

Note: When you click the **Check now** button at the bottom right, Drive checks for new packages for all Faspex accounts in Drive. When you right-click an individual Faspex account and select **Check now**, Drive only checks for new packages for the selected account.

- Decrypting Received Packages**

If you receive an encrypted package, see [Decrypting Packages](#) on page 27.

Working with IBM Aspera Shares

Drive with Shares

IBM Aspera Shares is a multinode web transfer application that enables organizations to share content with internal and external users.

Drive accounts that are set up with Shares as the transfer server provide the following functions:

- Users can transfer files and folders between their client computer and the server using the Windows Explorer file browser interface, with the following standard Windows Explorer functions:
 - drag-and-drop
 - copy-and-paste
 - browsing files and folders
 - transferring files to and from your transfer account
 - creating new folders
- You can set up Drive to sync folders automatically on the client computer and on the server whenever contents change. Content changes include
 - modification of file contents
 - changes in file and folder names
 - creation and deletion of files and folders

The sync feature can be configured to be one-way or bidirectional.

For detailed information on Shares, including system requirements and installation instructions, see see the [IBM Aspera Shares documentation](#)

Configuring Shares

Before configuring Shares to work with Drive, you need the following:

- A computer running the correct version of Shares and Enterprise Server.
- On each node on the Shares server, a supported version of Connect Server with a Drive-enabled license.
- Credentials for your users' Shares accounts. Users will enter these account credentials in Drive, to connect to Shares.

Note: If you will use the synchronization feature, you must ensure that the Enterprise Server is configured to use token authentication.

1. Log in to your Shares instance as administrator, and go to **Admin > Accounts > Users**.
2. For each Shares user account that will use Drive, click **Edit**.
3. On the **Security** tab, ensure that the **API Login** check box is selected.

On Shares 1.6 and later versions, this permission is enabled by default whenever new users are created.

4. Create shares, and authorize users for each share.

For detailed instructions on creating shares and authorizing users, see the [IBM Aspera Shares Administrator Guide](#).

5. For each authorized user of a share, enable the following permissions to allow users to view, edit, or delete files and folders when using Drive:

In Order to Allow This Action on Drive...	...Enable This Check Box on Shares
View	browse download
Edit	upload mkdir

In Order to Allow This Action on Drive...	...Enable This Check Box on Shares
	rename
Delete	delete

Note: Folders with names that do not follow the proper Windows folder naming conventions do not open in Drive. For details on Windows folder naming conventions, see msdn.microsoft.com.

- For each Shares user account that will use Drive, repeat these steps.

For more information on Shares, see the [Shares Administrator Guide](#).

Adding a Drive Account for Shares



To set up a transfer account, make sure you have the following information from the system administrator who manages your Shares transfer server:


- A URL for the Shares transfer server, including a port and path (if applicable).
- A username and password that was set up on your Shares transfer server.

The steps below assume that you have Drive installed and running.

To add a Shares account to Drive, do the following:

- Choose one of the following methods to open Drive's **Accounts** preferences:

- Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
- If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.

- Click  to add a transfer account.
The **Account Wizard** opens.

- Fill in the fields with the following information about the Shares transfer server:

Field	Description
Name	A name for the account. The name is used only by Drive.
Address	The URL for the server that is running Shares.

- If you are prompted to confirm the server's security certificate, indicate whether you trust the server.

- Set your Shares server's authentication method:

- SAML Authentication

If you choose **SAML Authentication**, log in to the Shares server with this user's SAML credentials.

or

- Basic Authentication

If you choose **Basic Authentication**, enter the username and password for this user on the Shares server.

- If the transfer server supports synchronization, either

- Set up syncing. To do so, either accept the default directory shown for **Place my files in**, or click **Change** to browse for a different folder (or create a new one).

or

- Click **I'd rather not set up file syncing now**.

By default, the sync folder is created inside the user's **Documents** folder. The name of the folder is the description text you entered for the account.

For example, the default folder for an account named *My Company Server* would be the following:

C:\Users\username\Documents\My Company Server

If you choose to use the default folder, it is created automatically. If you want to change the sync folder, click **Change** to browse for a different folder or create a new one.

7. If you opted to set up syncing on the previous screen, the **Account Wizard** prompts you to choose folders to sync. You can either
 - Select **Synchronize with the selected remote folders** and then select the folders on the server to sync.

Click the arrows to expand or collapse the folder view, and select the check boxes for the folders you want to sync.

Choose the sync direction:

 - **Two-Way**
 - **Remote to Local** (default)
 - **Local to Remote**



or

 - Select **I'll choose the folders to sync later**.
8. When the screen displays a success message, click **Finish** to exit the **Account Wizard**.

Modifying a Drive Account for Shares

The steps below assume that you have Drive installed and running, and that you have created at least one Drive account that you want to modify.

To modify a transfer account, do the following:

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.
2. On the left side of the dialog, select the transfer server account you want to modify.
3. Under **Account**, you can change the connection settings for the account:

Field	Description
Description	The name of the account. The name is used only by Drive.
Server address	The URL for the server, and the port number (if applicable).
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.
Do not verify host's SSL certificate	If selected, Drive will bypass the validation of your server's SSL certificate. Select this option if your server's certificate is not valid, but you trust the server.

4. If your transfer server supports sync, you can modify sync settings under **Services > Settings**. The **Sync Settings** dialog opens.

Field	Description
Synchronize with the selected remote folders	Add or remove server folders to sync.
Local Folder Path	Select an alternate sync folder location on your computer.

Field	Description
Direction	Select the direction of the sync.

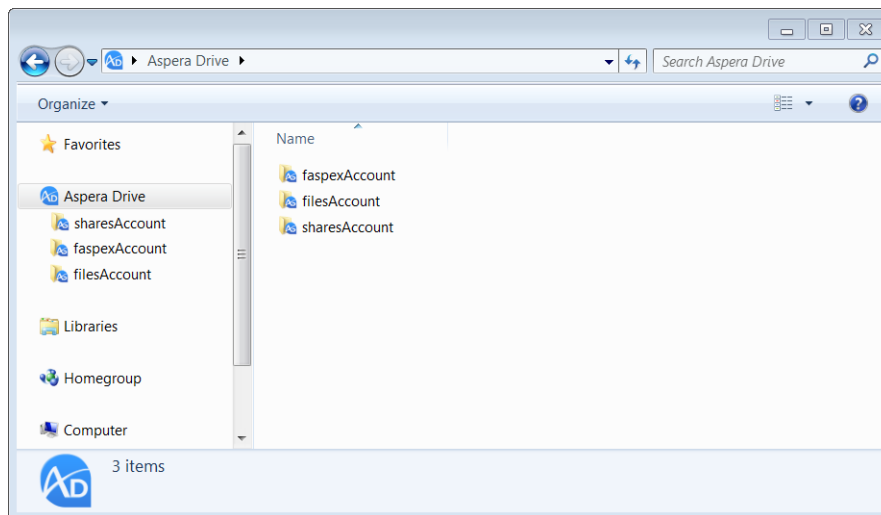
Click **OK** to put into effect any changes you have made.

5. Back in the **Preferences** dialog, click **Save** to put into effect any changes you have made.

Transferring Content

Drive is accessible as a location in Windows Explorer. You can use standard Windows Explorer functions for moving and copying files between the server and your local computer.

1. In Windows Explorer, navigate to **Aspera Drive**. The folders under that entry represent the accounts you have created.



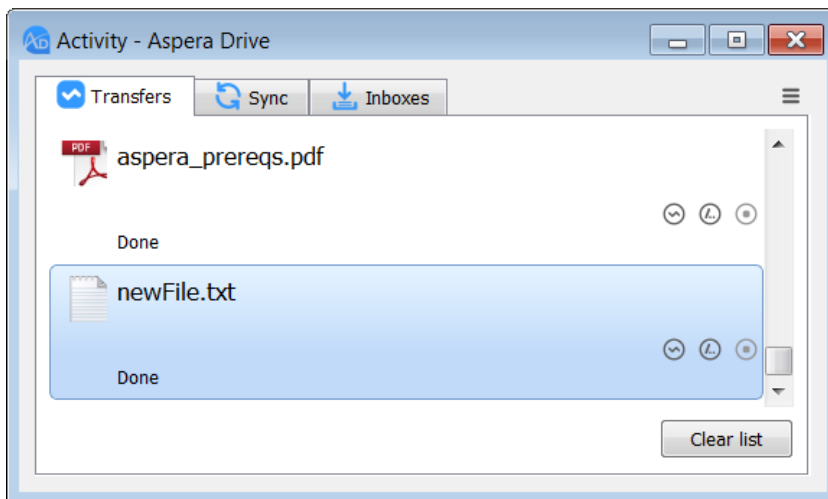
2. Use standard Windows Explorer functions for browsing through files and folders of each account, transferring files to and from your transfer account, or creating new folders.

Note: Depending on your account's permissions on the file transfer server, you might encounter limitations on the following actions on the transfer server:

- browsing
- transfers
- file operations
- context menu options





3. Verify the status of your transfer:

If it is not already open, open the Drive **Activity** window. On the **Transfers** tab, in the list of transferred files and folders, view the status of your transfer.



You can see its status during a transfer, or after it has completed.

The buttons on the **Activity** window's **Transfers** tab have the following meanings:

	Opens the Transfer Monitor for more in-progress detail about the transfer. In the Transfer Monitor , you can adjust the transfer rate (if allowed).
	Opens a Windows Explorer window to the transfer destination folder (the <i>containing folder</i>).
	Stops an in-progress transfer.
	Resumes a stopped or suspended transfer.

Note: If a transfer is reported as complete but the file or folder does not appear in Windows Explorer, refresh the Windows Explorer window.

Synchronization

Understanding Sync

If you are using Aspera Drive with Aspera on Cloud or Aspera Shares, Drive can synchronize files and folders automatically between the remote server and the local computer.

Sync Direction

When you set up sync, you must choose a sync direction. Aspera Drive can be configured for the following direction settings:

- **remote to local**

This is the default setting. In this configuration, the remote computer (usually a server) retains the master version of the files. The latest content is copied from the server to users' workstations.

- **local to remote**

In this configuration, the user's version of the content is assumed to be the master version, and is copied to a central server. Typically, this setting is employed when users update content frequently.

- **two-way**

In a two-way sync relationship, changes in each location are copied to the other location. With this type of sync, the contents of both remote and local are identical after the sync has been performed.

To avoid unexpected results, understand what each sync direction setting means and choose carefully. For example, consider the following scenario:

The system is configured for remote-to-local sync. When the scheduled automatic sync occurs, the latest content is copied from the remote computer to the user's local desktop. A local user then creates a new file. The next automatic sync occurs, but this new file still exists only on the user's computer. *This is the expected behavior in remote-to-local sync.* In this scenario, the content on the destination is not necessarily identical to that on the source.

Initial Synchronization

When you first set up a sync relationship between two computers, the system performs its initial transfer of content from the *source* location to the *destination* (or *target*) location. Depending on the size of the body of content, this can be a large operation.

Then, when the system performs the next automatic sync, any changes at the source location are copied to the target.

Automatic Sync Versus Reset

Automatic Sync

After the initial transfer, synchronization between the transfer server and client computers occurs automatically, at the regular interval you have chosen.

In these automatic sync operations, the system transfers *only the changes since the most recent sync.*

Reset Sync

A reset operation is like starting over. Unlike automatic sync, a reset is a wholesale transfer of *all* the content, not just the changed content. Because a reset clears the sync records, you typically perform a reset only after resolving a conflict or changing the sync configuration.

Sync with Aspera on Cloud

If you are using Aspera Drive with Aspera on Cloud, Drive can synchronize files and folders automatically between the remote server and the local computer.

Before you begin, ensure that you have the following in place:

- Drive account configuration:

You must have Drive accounts that can synchronize content with your Aspera on Cloud instance.

For more information, see [Adding a Drive Account for Aspera on Cloud](#) on page 6.

- Sync configuration in Drive and in Aspera on Cloud:

Pay close attention to the configuration of the sync relationship. In all cases, *the settings in Aspera on Cloud override the settings locally in Drive.* Note that if your Aspera on Cloud transfer server nodes are not correctly configured, you may experience sync problems between Aspera on Cloud and Drive users.

For detailed information, see the [IBM Aspera High-Speed Transfer Server documentation](#).

Sync with Aspera Shares

If you are using Aspera Drive with a Shares transfer server, Drive can synchronize files and folders automatically between the remote server and the local computer.

Before you begin, ensure that you have the following in place:

- Server configuration:

In order to set up sync with a Shares server, the server must be configured for sync in its **aspera.conf** file and must have the appropriate license.

For further information on your server's configuration file and license, see the [Admin Guide for your Shares transfer server](#).

- User permissions in Shares:

Shares users who will use Drive with sync features must be authorized to perform *create*, *delete*, and *rename* file operations. The Shares admin can set these on the **Authorizations** tab.

- Drive account configuration:

You must have Drive accounts that can synchronize content with a Shares server.

For more information, see [Adding a Drive Account for Shares](#) on page 18.

- Sync configuration in Drive and in Shares:

Pay close attention to the configuration of the sync relationship. In all cases, *the settings on the Shares server override the settings locally in Drive*. Note that if your Shares server is not correctly configured, you may experience sync problems between the server and Drive users.

For detailed information, see the [IBM Aspera High-Speed Transfer Server documentation](#).

Configuring Sync in Drive

When you use Drive's synchronization capability, you can configure various aspects of the sync relationship. Start by selecting **Preferences > Accounts**.

Selecting Folders to Sync

In most cases, you will have set up sync folders when you added accounts to Drive. But if you opted not to set up sync with your accounts, or if you need to change the the folders on the transfer server that you want the local computer to sync with, do the following:

1. On the **Accounts** tab, select the account for which you want to configure sync folders.
2. In the **Services** area of the tab, click **Sync: Settings**.

The **Sync Settings** dialog appears.

Note: If sync capabilities are made available for the transfer server *after* the account has been added to Drive, you must remove and then re-add the account to Drive in order to use the **Sync Settings** dialog.

3. Select the folders on the remote server that you would like to sync with the local computer.

Browse through the nested folders shown under **Synchronize with the following remote folders**, and select the ones that should be synced with.

4. Set the local path for the sync.

Under **Local Folder Path**, the default path on the local computer is shown. If you want to change it, click **Browse** and navigate to the desired location.

Configuring the Sync Direction

Drive's synchronization between the remote server and the local computer can be upload-only, download-only, or bidirectional. For a description of these sync direction options and their behavior, see [Sync Direction](#) on page 21.

To set the sync direction, do the following:

1. On the **Accounts** tab, select the account for which you want to configure sync direction.
2. In the **Services** area of the tab, click **Sync: Settings**.

The **Sync Settings** dialog appears.

Note: If sync capabilities are made available for the transfer server *after* the account has been added to Drive, you must remove and then re-add the account to Drive in order to use the **Sync Settings** dialog.

3. In the **Direction** drop-down list, choose **Two-Way**, **Remote to Local**, or **Local to Remote**.

Resetting the Sync

You can reset the sync at any time; for example when you have changed the sync configuration, or after resolving a sync conflict. When you reset the sync, your sync configuration settings are retained, but the repositories are rescanned for discrepancies. To reset the sync, do the following:

1. On the **Accounts** tab, select the account for which you want to reset the sync.
2. In the **Services** area of the tab, click **Sync: Settings**.
The **Sync Settings** dialog appears.

Note: If sync capabilities are made available for the transfer server *after* the account has been added to Drive, you must remove and then re-add the account to Drive in order to use the **Sync Settings** dialog.

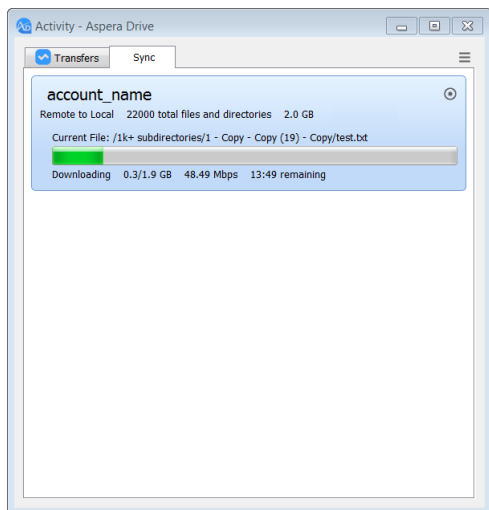
3. Select **Reset Sync** and click **OK**.

Syncing Content

Monitoring Sync Status

You can monitor the status of a sync operation on the **Activity Window > Sync** tab.

A progress bar shows in-progress synchronizations, and a countdown timer shows when the next synchronization will take place.



Stopping and Starting Sync

You can stop and resume file syncing with these buttons on the **Activity Window > Sync** tab:

	Stops an in-progress synchronization.
	Resumes a stopped synchronization.

Resolving Sync Conflicts

A sync conflict occurs when the file on one side does not match the file on the other side. Files and folders may not be synchronized for reasons such as insufficient permissions for the destination folder on the local computer.

If a file or folder cannot be synchronized, a conflict warning appears on the **Activity Window > Sync** tab.

To resolve the conflict, do the following:

1. Click the red **conflict** link.
2. In the dialog that appears, select the file or folder that is in a conflict state.
3. Click **Resolve Selected Conflicts**.

Drive renames the content on the local file system, appending the phrase **conflict-mine**. For example, the file **log.txt** is renamed as **log.conflict-mine.txt**.

After resolving a sync conflict, you might need to reset the sync. For more information, see [#unique_31/unique_31_Connect_42_resetting_sync](#).

Working with Cloud Implementations




Adding a Drive Account for Cloud Storage

To set up a transfer account, make sure you have the following information from the system administrator who manages your transfer server:

- A URL for the transfer server, including a port and path (if applicable).
- A username and password that was set up on your transfer server.

The steps below assume that you have Drive installed and running.

To add a cloud account to Drive, do the following:

1. Choose one of the following methods to open Drive and create a transfer account:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.
2. Click  to add a transfer account. The **Account Wizard** opens.
3. Fill in the fields with the following information about the transfer server:

Field	Description
Account description	The name of the account. The name is used only by Drive.
Server address	The URL address for the server, and the port number (if applicable).
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.

Click **Set up Aspera Drive**.

4. Fill in the following information about your cloud storage:

Field	Description
Cloud Storage	The type of cloud storage. Select either Microsoft Azure or Microsoft Azure SAS .
Storage account	The account name for the cloud storage you will use. Note: For Azure SAS accounts, the URL must have been created with full permissions.
Access key	The alphanumeric key for this storage account.
Path	The path within the storage that this Drive account should have access to.
Use page blobs	Select if your cloud storage uses page blobs.



Click **Next**.

- When the screen displays a success message, click **Finish** to exit the **Account Wizard**.

Modifying a Drive Account for Cloud Storage

The steps below assume that you have Drive installed and running, and that you have created at least one Drive account that you want to modify.

To modify a cloud account, do the following:

- Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  **> Preferences > Accounts**.
- On the left side of the dialog, select the transfer server account you want to modify.
- Under **Account**, you can change the connection settings for the account:

Field	Description
Description	The name of the account. The name is used only by Drive.
Server address	The URL for the server, and the port number (if applicable).
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.
Do not verify host's SSL certificate	If selected, Drive will bypass the validation of your server's SSL certificate. Select this option if your server's certificate is not valid, but you trust the server.

- In the **Storage** area, you can configure these aspects of the account:

Field	Description
Storage account	The account name for the cloud storage you will use.
Access key	The alphanumeric key for this storage account.
Path	The path within the storage that this Drive account should have access to.

If you make changes to these fields, Drive then verifies that it can still access the storage. If it cannot, you can revert to the previous settings.

- Click **OK** to put into effect any changes you have made.

Working with Aspera Encrypted Files


Decrypting Packages

Encrypting a file protects it from unwanted access. When an encrypted file arrives after transfer, you must decrypt it before you can use it.

Note: Decrypting files requires a *passphrase* — a sequence of text that the sender of the package used to encrypt the package. Before decrypting files, ensure that you have the necessary passphrase.

IBM Aspera Crypt works with Drive to decrypt downloaded files.

To decrypt files you have downloaded, do the following:

1. Go to **Activity** > **Transfers** and select the encrypted package you want to decrypt.
2. Select  > **Unlock encrypted files**.
The encrypted files are automatically loaded into Crypt. The **Aspera Crypt** dialog appears.
3. Select a package or browse to the encrypted content.
When the encrypted content is loaded into Crypt, a status message appears at the bottom of the application, displaying the number of items ready for decryption.
4. Type the passphrase into the field and click **Decrypt**.
You can also choose to decrypt the content later.
5. View the output in the **Aspera Crypt** viewing window.

The decrypted contents appear in the same directory as the original encrypted contents.

If the decrypted file (without the **.aspera-env** extension) already exists in the same folder, “(*decrypted*)” is added to the filename.

If your **Aspera Crypt** viewing window has multiple decrypted items listed, you can use the **View** drop-down list to sort the items by **latest**, **finished**, or **failed**.

Configuring Your Decryption Settings

You can adjust the settings that are used when packages are decrypted. In the Crypt window, do the following:

1. Click **Settings**.
2. Configure the following:
 - **Delete encrypted files when finished**
When this check box is selected, Crypt removes the encrypted files from your system after the destination (decrypted) content has been created.
 - **Number of concurrent threads for decryption**
Select the number of threads that are decrypting at any given time. A higher setting means that files will be decrypted more quickly, but this may slow down the rest of your computer while it is running. The options are **1** (default), **2**, **4** and **8**.



Drive Preferences

Setting Your Preferences in Drive

Through the **Preferences** dialog, you can set your preferences for the following areas:

- general settings
- accounts
- transfers
- network
- bandwidth

To set your preferences, open the **Preferences** dialog by doing one of the following:

- With Drive running, right-click the Drive icon  in the system tray and click **Preferences**.
- If you have the Drive **Activity** window open, select  > **Preferences**.

General Preferences

You can set the following preferences at **Preferences > General**:

Field	Description
Automatically launch Aspera Drive when Windows starts	Select this check box to automatically launch Drive when you log into your Windows account.
Remove transfer list items	Select whether to remove the entry automatically from the transfer view after it has completed, or to manually remove items. Manually is selected by default.
Logging Level	Choose the level of information to be recorded in the Drive logs. Options are: <ul style="list-style-type: none"> • Info • Debug • Trace Note: Do not change this setting unless Aspera Technical Support asks you to do so.

Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Account Preferences

Select **Preferences > Accounts** to create, configure, modify, and remove accounts.

Adding an Account

- For instructions on adding Drive accounts for use with a Shares transfer server, see [Adding a Drive Account for Shares](#) on page 18.
- For instructions on adding Drive accounts for use with a Faspex transfer server, see [Adding a Drive Account for Faspex](#) on page 12.
- For instructions on adding Drive accounts for use with cloud storage, see [Adding a Drive Account for Cloud Storage](#) on page 25.


Modifying an Account

- For Shares, see [Modifying a Drive Account for Shares](#) on page 19.

- For Faspex, see [Modifying a Drive Account for Faspex](#) on page 13.
- For cloud accounts, see [Modifying a Drive Account for Cloud Storage](#) on page 26.

Removing an Account

To remove an account and manage the account's files after removal, do the following:

1. In the list of accounts, select an account to be removed.
2. Click  to remove the account.

When you remove an account, all account transfers and services associated with that account are stopped and removed.

3. Click **Yes** to confirm the account removal, or click **No** to cancel the account removal.

Configuring Sync Settings

For Drive accounts that are set up with Aspera on Cloud or Shares as the transfer server, you can configure synchronization settings, such as which remote folders to sync with, and the direction of the synchronization relationship.

For instructions on setting up and using synchronization features, see [Sync with Aspera on Cloud](#) on page 22 and [Sync with Aspera Shares](#) on page 22.

Configuring Faspex Account Settings

For Drive accounts that are set up with Faspex as the transfer server, you can configure the following:

- The local directory for received packages.
- Whether to overwrite packages.
- How often Drive should look for new packages.

For instructions, see [Modifying a Drive Account for Faspex](#) on page 13.

Transfer Preferences

Select **Preferences > Transfers** to set your transfer preferences.

1. Configure settings on the **Transfers** tab:

Field	Description
Enable queuing	<p>When this check box is selected, Drive limits the number of concurrent transfers to the number specified in the Maximum concurrent transfers field.</p> <p>Any transfers above this value are queued and then started once the number of concurrent transfers drops below the specified value.</p> <p>Note: When transfers are queued, you can start them manually from the Activity > Transfers window.</p>
Maximum concurrent transfers	<p>If queuing is enabled, you can enter a maximum number of concurrent transfers in this field.</p> <p>By default, a maximum of three concurrent transfers are allowed.</p> <p>When queuing is not enabled, this field is not available.</p>
Automatically retry failed transfers	<p>When this check box is selected, Drive retries failed transfers.</p> <p>It will make the specified number of retry Attempts in a specified time Interval.</p>
<ul style="list-style-type: none"> • Attempts 	

Field	Description
<ul style="list-style-type: none"> Interval 	<p>If you want Drive to retry failed transfers, specify the number of attempts and the interval in which Drive will try to resend in seconds, minutes, or hours.</p> <p>By default, this feature is enabled, with three retry attempts and at 30-second intervals.</p>
Sync: Interval	<p>Specify the interval between synchronizations for each account that has the sync feature enabled.</p> <p>By default, synchronizations are set for 30-second intervals.</p>

- Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Network Preferences

Select **Preferences > Network** to set your network preferences.

- In the **HTTP Proxy** area, set the following preferences:

Field	Description
Obtain proxy configuration from	<p>Select whether to obtain the proxy configuration from the system, or to provide a manual proxy configuration.</p> <p>By default, System is selected.</p> <p>Note: If you select System and your system settings have changed since you last used system proxy configurations with Drive, you must restart Drive.</p> <p>If you select Manual, the Use HTTP Proxy fields become available. See below for a description of these fields.</p>
Use HTTP Proxy <ul style="list-style-type: none"> Username Password Address and Port 	<p>If you selected Manual from the previous drop-down list, use these fields to define your proxy configuration. Type the following information:</p> <ul style="list-style-type: none"> your username your password your server's URL or IP address, and port number <p>Note: For some proxies, username and password are optional.</p>

- If you will use a FASP proxy for your transfers, set the following preferences in the dialog's **FASP Proxy** area:

Field	Description
Use FASP Proxy (DNAT)	If your transfers will use an IBM Aspera FASP Proxy server, select this check box.
Secure (DNATS)	Select this check box if your FASP Proxy uses a secure connection.
<ul style="list-style-type: none"> Username Password Address and Port 	<p>Use these fields to define your FASP Proxy configuration. Type the following information:</p> <ul style="list-style-type: none"> your server username your server password your server's URL or IP address, and port number <p>Note: These fields are enabled only if Use FASP Proxy (DNAT) is selected.</p>

3. Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Bandwidth Preferences

Transfer speeds depend on server settings and your network connectivity. To limit transfer rates, do the following:

1. Select **Preferences > Bandwidth** and set your bandwidth preferences:

Field	Description
Download: Limit to	When the Limit to check box is selected, you can set the download rate in either megabits per second (Mbps) or kilobits per second (Kbps). This rate applies to each download.
Upload: Limit to	When the Limit to check box is selected, you can set the upload rate in either megabits per second (Mbps) or kilobits per second (Kbps). This rate applies to each upload.

2. Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

The Drive Configuration File

Why Use a Configuration File?

You can use Drive with a configuration file that contains all the necessary information on the Drive settings and accounts for an organization or a workgroup. This practice makes it easy to deploy preconfigured Drive policy settings to a large group of users: instead of configuring each client workstation manually, you simply load the configuration file when you install Drive.

Creating a Configuration File

Follow the steps below to ensure that you are creating a configuration file that is correctly defined.

In this process, you will add an account to Drive, and create a configuration file based on that account. But next, so that you can verify that the configuration file is working, you will *delete* the account you had created. Then, when you load the configuration file, you will see the account information correctly represented in Drive.

1. Select **Preferences > Accounts** to add the account to Drive.

For instructions, see [Adding a Drive Account for Shares](#) on page 18 for a Shares server, or [Adding a Drive Account for Faspex](#) on page 12 for a Faspex server.

When you add the account, also configure any other aspects of it that you want to control, such as:

- the sync directory or download destination directory
- the time interval for checking for transfers
- a passphrase for encrypted packages

2. Once you have added the account, close Drive: Right-click its icon  in the system tray, and select **Quit**.

3. Create a configuration file by typing the following in a command prompt window:

```
"C:\Users\username\AppData\Local\Programs\Aspera\Aspera Drive\bin
\asperadrive.exe" -w configurationFile
```

4. Open the configuration file and edit it as necessary.
For an example, see [Sample Configuration File](#) on page 32.

5. Start Drive and go to **Preferences > Accounts**.

6. Delete the account that you created in Step 1.

Note: You are deleting the account so that, in the next steps, you can verify that the configuration file is working.

7. Quit Drive.

Note: You must quit Drive before using the configuration file.

8. Load the account from the configuration file by running the following in a command prompt window:

```
"C:\Users\username\AppData\Local\Programs\Aspera\Aspera Drive\bin
\asperadrive.exe" -f configurationFile
```

9. Restart Drive, and verify that the account has been loaded correctly by going to **Preferences > Accounts**.

You can now use the configuration file to load the account into any Drive installation.

Note: The account settings that you specify in the configuration file are loaded only *for accounts that do not already exist* in Drive. If an account already exists in Drive, or if the configuration file contains settings for an account that already exists, that account's settings are not changed when the configuration file is loaded.

This disparity is not usually an issue because in most cases, the configuration file is only loaded when Drive is first installed. However, if you use a configuration file with an existing Drive installation, note the distinction.

Sample Configuration File

The example below is an excerpt of a configuration file, showing the username and password fields for a user account.

For instructions on creating and using a configuration file with Drive, see [Creating a Configuration File](#) on page 31.

```
{
  "conf": {
    "accounts": [
      {
        "faspex": {
          "auto_start": true,
          "check_interval_seconds": 900,
          "download_dir": "/Users/jdoe/Documents/
sync1@200_143/Sync Upload Packages 4",
          "last_favlink": "/Users/jdoe/Documents/
sync1@200_143/Sync Upload Packages 4",
          "name": "DriveFaspexJDoe@201_138 Inbox",
          "passphrase": "",
          "passphrase_cleartext": "",
          "passphrase_enabled": true,
          "separate_package_folders": true,
          "sequence_id": 34244,
          "skip_owner_packages": false,
          "start_from": 1404284400000
        },
        "host": "https://10.0.201.138",
```



```

        "name": "DriveFaspexJDoe@201_138",
        "password": "e88229c4be15abd2",
        "password_cleartext": "",
        "storage_host": "",
        "storage_password": "",
        "storage_password_cleartext": "",
        "storage_type": "Default",
        "storage_user": "",
        "user": "DriveFaspexJDoe"
    },
    {
        .
        .
    }

```

Note: You may want users to be prompted for credentials when they first launch Drive. To do this, edit your configuration file to include empty username and password fields as follows:



```

"password": "",
"user": ""

```

Troubleshooting

Where do I find Drive log files?

In the system tray, right-click the Drive icon  and select **Open log folder**. Or, if the **Activity** window is open, select  > **Open log folder**.

Alternatively, you can go to `C:\Users\username\AppData\Local\Aspera\Aspera Drive\var\log`.

How can I reduce the bandwidth that Drive uses?

You can limit the number of concurrent transfers in **Preferences > Transfers**. You can also limit the amount of bandwidth used by each transfer in **Preferences > Bandwidth**. For details, see [Transfer Preferences](#) on page 29 and [Bandwidth Preferences](#) on page 31.

The system sent me an email notifying me that I've received a package. Why can't I download the package through my Web browser?

To download transferred packages through a Web browser, you must have the IBM Aspera Connect application installed on your local computer.

Go to downloads.asperasoft.com/connect2/ and install Connect so that your browser can download packages from the transfer server.

For more information, see the [IBM Aspera Connect User's Guide](#).

I'm using Drive with a Shares server, but I don't see a way to configure my sync settings.

It may be that Drive needs to re-load sync information for that Shares server or node.

To address this, do the following:

1. Go to **Preferences > Accounts**.
2. Remove the account.
3. Add the account again so that Drive recognizes the sync capabilities.

The **Services** area should now appear on the **Accounts** tab.

I'm using SAML authentication, and am having trouble logging in.

When you quit out of Drive and then restart, the system needs to re-authenticate you with the server. So enter your SAML credentials again when you restart Drive.

Syncing with multiple folders

When your Drive installation is configured with a local-to-remote sync, Drive does not recreate all subfolders of the selected remote sync directory on the local computer. This is the default behavior, intended to reduce confusion since you are not interacting with the subfolders.

If you want to sync into the subfolders, make sure to select them individually (effectively setting up multiple sync relationships).

How can I view thumbnails of video files?

While you can see a preview of image files, and many other file types, in the file browser, Drive does not support video previews.

Technical Support

Support Websites

For an overview of IBM Aspera Support services, go to <https://asperasoft.com/company/support/>.

To view product announcements, webinars, and knowledgebase articles, as well as access the Aspera Support Community Forum, sign into the IBM Aspera Support site at <https://www.ibm.com/mysupport/> using your IBMid (not your company Aspera credentials), or set up a new account. Search for Aspera and select the product. Click **Follow** to receive notifications when new knowledgebase articles are available.

Personalized Support

You may contact an Aspera support technician 24 hours a day, 7 days a week, through the following methods, with a guaranteed 4-hour response time.

Email	aspera-support@ibm.com
Phone (North America)	+1 (510) 849-2386, option 2
Phone (Europe)	+44 (0) 207-993-6653 option 2
Phone (Singapore)	+81 (0) 3-4578-9357 option 2

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